

Position Description
Telephone Operator/Receptionist
Department: Varies

POSITION PURPOSE

Under supervision, the Telephone Operator/Receptionist operates a telephone switchboard and performs light clerical duties as necessary.

NATURE AND SCOPE

The Telephone Operator/Receptionist may train relief operators.

The Telephone Operator/Receptionist is responsible for properly routing incoming calls and taking accurate messages with courtesy and efficiency. Other decisions, such as verbal and written instruction and direction as appropriate, are referred to a higher authority.

EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES

1. Receives incoming calls to switchboard and directs to appropriate person or department.
2. Takes and transmits messages as necessary.
3. Answers questions and gives information to employees, students and the public within established policy and procedures.
4. Receives and announces visitors, appointments, etc.
5. May open office in morning (e.g., unlocking doors to public, turning on lights) and close the office in the evening.
6. May handle light office tasks e.g., issue parking validations and permits, date stamp incoming mail, type brief memos.
7. Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge:

Some knowledge of District policies and procedures

Modern office practices and procedures

Computer literacy; various software applications e.g., Microsoft Office, WordPerfect

Knowledge of various telephone switchboard equipment

EMPLOYMENT STANDARDS (cont'd.)

Skills and Abilities:

Type 35-45 wpm
Excellent written and oral communication
Excellent interpersonal skills
Professional telephone skills
Deal tactfully with the public and work with students and college staff

Education and Experience:

H.S. diploma
1-2 years directly related experience

Working Conditions:

Typical office environment
Busy to moderately busy telephone switchboard
Constant contact with public